

**Quarterly Traveler Information Meeting
Summary Meeting Notes
March 3, 2015**

Next Quarterly Traveler Information Meeting:

TBD, June 2015

Action Items:

- Caltrans Headquarters (HQ) will have a follow-up phone call with LA SAFE regarding Caltrans attending Intelligent Transportation Society of California (ITS-CA) and Traveler Information break-out meetings (James Anderson and Iain Fairweather).
- HQ will send out possible dates and times, or a query, for the next face-to-face Traveler Information meeting (independent of ITS-CA) before the next quarterly meeting (Jennifer Ashby-Camp).
- HQ will notify the team of the next Quarterly Traveler Information meeting (webinar/teleconference), target June 2015.

Decision Points:

- More discussion is needed on scheduling the annual face-to-face meetings.

Introductions

1) HQ's Representatives:

- a. James Anderson – Chief, Office of Traffic Management
- b. Larry Wooster, Chief, Transportation Management Center (TMC) Operations & Incident Management, Office of Traffic Management
- c. Jennifer Ashby-Camp – Traveler Information Coordinator, Office of Traffic Management
- d. Abteen Kashkouli – System Planning, Division of Transportation Planning

2) District Representatives:

- a. District 1 – None identified
- b. District 2 – None identified
- c. District 3 – None identified
- d. District 4 – Cameron Oakes (Planning)
- e. District 5 – Jennifer Calate (Planning)
- f. District 6 – Sergio Venegas (Traffic Management) and Tami Conrado (Public Information)
- g. District 7 – Unknown person (IT) and Osama Assaad (TMC Manager)
- h. District 8 – Mohammed Bendelhoum (Traffic Operations)
- i. District 9 – Brandon Fitt (Planning)
- j. District 10 – Willie Kuhl and Jasmine Noriega (Traffic Management); Charles Carroll (System Planning)
- k. District 11 – Shahin Sepassi and Gary Vettese (Traffic Operations)
- l. District 12 – Vic Avedissian (TMC/Traffic Systems) and Steve Rausch (Traffic Systems)

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3) Agency Representatives:

- a. Iain Fairweather and Zach Granat – Los Angeles County Metropolitan Transportation Authority (LA Metro)/Los Angeles County Service Authority for Freeway Emergencies (LA SAFE)
- b. Patrick Sampson – Orange County Transportation Authority (OCTA)
- c. Becky Napier – Kern Council of Governments (Kern COG)
- d. Peggy Arnest – Fresno Council of Governments (FCOG)
- e. Nicole Hoke – Madera County Transportation Commission (MCTC)
- f. Jennie Miller – Tulare County Association of Governments (TCAG)
- g. Derrick Fesler – Metropolitan Transportation Commission (MTC)
- h. David Ripperda – San Joaquin Council of Governments (SJCOG)
- i. Mark Heiman – Sacramento Area Council of Governments (SACOG)
- j. Tegan Speiser – Santa Cruz Regional Transportation Commission (SCCRTC)
- k. Chiachi Rumbolo – San Diego Association of Governments (SANDAG)

511 Traveler Information Statewide Status Updates

- 4) Iain Fairweather – Los Angeles County Metropolitan Transportation Authority (LA Metro)/Los Angeles County Service Authority for Freeway Emergencies (LA SAFE)
- a. A new Request for Proposals (RFPs) is currently being developed and will be released to the public in the May time frame. This will be the next generation 511 system for the counties of Los Angeles, Orange, Ventura and possibly the Inland Empire (IE). It would incorporate the current system and add additional products, such as the Vets Go511 system (one-stop-shop for veterans). The RFP is going out to bid in the May/June time frame, award in March/April 2016 and full transition will be by November 2016.
 - b. LA SAFE received a \$2 million grant from the Veterans Administration for Vets Go511. The only project requirement was LA SAFE would add approximately a 20 percent match of funds. The project manager and consultants developed the one-stop-shop veterans system which will include nine counties.
 - c. District 11 asked if there was a separate system within 511 for Commercial Vehicle Operations (CVO). For example, San Diego's 511 website has a separate section dedicated to commercial vehicle operators to show anything a trucker would need.
 - i. LA SAFE is looking to incorporate a feature like this within the goods movement program as a possible enhancement to the current system.
 - d. LA SAFE's mobile app opens to a map of the area where all incidents reported to CHP are viewable. Roadwork, lane closures, live streaming of Caltrans cameras, Silver and America's Missing Broadcast Emergency Response (AMBER) Alerts, and multi-modal trip planning for all areas are also available. Blue Alerts are not currently shown on the app and LA SAFE is unsure if there alerts will be pulled. The mobile app has been available for a year and additional features are going to be added within the next six months which will increase the capability for transit users.
 - e. LA SAFE uses Axiom, based out of San Diego, as their mobile app vendor.

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- 5) District 11
 - a. SANDAG has had a new contract for the past six months and have developed a new website for 511 as well as a mobile app platform for any smart phone. A user can go to the 511 website and build routes, and the system will send route specific information during specified times (e.g., incidents). The app has the ability to forecast or predict bus arrival times by utilizing the transit tab and entering the desired bus number. The app has the capability to push the text alert to a voice alert while the motorist is driving. These upgrades are being tested by Caltrans and SANDAG for the San Diego 511 system. Pending the testing process which has been successful thus far, SANDAG will release the new system to the public in the near future. SANDAG is responsible for the San Diego 511 system in the area and District 11 works closely with SANDAG.
 - b. SANDAG purchases data from INRIX.
 - c. SACOG believes SANDAG has joined the CARS Group using similar software as SACOG to develop apps through the company Castle Rock. The consultants who have built the system will be responsible for applicable updates.
 - d. SACOG mentioned SANDAG, which is actually a little ahead of Sacramento, has an extensive transit route planning, route time, next bus and multi-modal availability within the San Diego 511 system.
- 6) Becky Napier – Kern Council of Governments (Kern COG)
 - a. Kern COG is considering developing a 511 app.
- 7) Derrick Fessler – Metropolitan Transportation Commission (MTC)
 - a. MTC is approximately two months out from deploying the expanded roadway network coverage which is a significant expansion to include coverage of arterial networks in the Bay Area and other parts of the region.
 - b. MTC is in the procurement stage for the next generation 511 with is a significant system overhaul. Kimley-Horn and Associates, Inc. has been assisting with the planning but no vendor has been selected at this time.
- 8) Mark Heiman – Sacramento Area Council of Governments (SACOG)
 - a. The 511 system is getting ready to move into maintenance and operations mode. An extensive system overhaul was recently completed for telephone, website, app, commercial vehicles and transit. It is under laid by a system that assists with Routes of Significance (RoS) reporting as data and events can now be input by any local traffic operations centers. National Weather Service (NWS) data is also being pulled in and automatically reported, Caltrans CHP data is scraped and SACOG is working on refining the last steps with local police departments and fire dispatchers so traffic related incidents will populate on local routes.

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9) District 6

- a. FCOG has been doing beta testing work on the website for general maintenance (e.g., updating broken links). The website has been around since 2008 and pivotal items need to be addressed in a general facelift of the 511 system. The district is also working with the original website vendor to possibly add a mobile app, or at least a mobile version of the website. The district is looking into suggestions made by other agencies and may be looking for a vendor in the future.

10) Tegan Speiser – Santa Cruz Regional Transportation Commission (SCCRTC)

- a. SCCRTC is preparing to start beta testing for the Cruz511 mobile responsive website this month and is looking to launch the site in the next couple of months. Cruz511 centralizes all the transportation and multimodal information for the county and all traveler information services will be under the Cruz 511 brand. Instead of imbedding QuickMap on the traffic home page, all the data was scraped from the Commercial Wholesale Web Portal (CWWP) onto the site which will allow the addition of local features in other layers.

11) District 8

- a. A new program was launched on the Advanced Traffic Management System (ATMS) that accepts HERE data (formerly known as NAVTEQ). This allows access to additional data not available through detection, and travel times can be posted in other areas such as mountain highways. It also creates virtual CMS on the map that appear with a travel time message. These messages are picked up and used by the 511 system much like the physical CMS are picked up and used. The district is looking closely at and validating the data for the new program.
- b. District 8 had a previous connection with HERE which is the reasoning behind why that specific vendor was chosen. In the past, HERE had a grant to put radar detection in the District's right of way which provided detection in gaps where detection was not previously available. Profit sharing was also included in the agreement and the District was able to purchase probe data that was produced. The District has agreed to purchase HERE data for three years, after which point they will evaluate whether or not to continue purchasing data from the vendor.

12) District 10

- a. There is a lack of accessibility to landline 511 services in the mountain counties (e.g., Tuolumne, Mariposa, Calaveras, Amador and Alpine). Cell phone service is available depending on signal strength, but if no signal is available, there is no immediate alternative.
- b. SACOG has struggled with this in some areas and the issue has to do with who owns the majority of the programming for landlines (e.g., AT&T), and that they want a substantial amount of money to finishing programming the re-direct systems for the 511 program in their central offices. The cellular providers see this as a market driven effort and have typically volunteered at no cost to complete the call forwarding to the 511 system.

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- c. District 6 also struggles with the same issue and is focusing more on the apps and mobile sites as opposed attempting to get service providers to complete the programming effort.
- d. The idea was posed that maybe the areas having landline 511 issues could reference other 511 agreements (e.g., Los Angeles, Bay Area, San Diego) to aid in facilitating getting this issue resolved.

13) Chiachi Rumbolo – San Diego Association of Governments (SANDAG)

- a. The new 511 system was launched in 2014 after Christmas to reduce maintenance and operation costs. SANDAG is working on incorporating the 511 personalization interface model to the phone and website and is also updating the call flow to make it more user friendly.
- b. ITERIS is the consultant performing the work on the 511 app and Castle Rock is the consultant for the phone and website.
- c. Each time the 511 app is accessed, the user must agree or disagree to user terms. LA SAFE and SACOG's mobile apps only require this user agreement on the initial launch.

Action Items

14) HQ would like to resume the face-to-face annual meetings and is targeting September or October 2015. The preference is to rotate the annual meetings so each area has an opportunity to host. At this time, Caltrans is not expecting to conduct Traveler Information business at the ITS-CA meeting this September due to time constraints, travel restrictions and conflicting agendas.

- a. LA SAFE is hosting break-out sessions at this year's ITS-CA meeting in September and would like the statewide Traveler Information team to attend. James Anderson and Iain Fairweather will address this item off-line.
- b. If the statewide Traveler Information team does not meet at ITS-CA in September, SACOG will work with HQ to host the meeting in Sacramento at HQ or SACOG in October 2015.
- c. More discussion is needed on this item. HQ will send out possible dates and times, or a query, for the next face-to-face meeting (independent of ITS-CA) before the next quarterly meeting.

15) HQ has requested to receive the RoS packages by April 10, 2015 and has prepared detailed guidance. If the agency plans not to participate, Caltrans has asked to be notified by March 27, 2015. No additional time is available for the 2016 submittal to the Federal Highway Administration (FHWA).

- a. If the agency is not able to meet the April 10, 2015 deadline, the focus now should be on trying to meet the three conditions for future proposed RoS or principal arterials: construction activities, roadway or lane blocking incidents and roadway weather observations (travel time information is only required on freeways or limited access roadways). The information must be 85 percent accurate and available 90 percent of the time. The routes that meet these conditions can be amended into the RTSMIP after 2016.

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- b. HQ plans to submit a draft report to the FHWA that is essentially complete by January 2016 which will ensure Caltrans receives a letter of compliance. The FHWA will have internal review time and then provide HQ with comments that will need to be addressed. HQ will then submit the draft report back to the FHWA and repeat the process.
- c. HQ sent out an email to the districts on March 6, 2015 engaging the districts for feedback regarding Caltrans' proposed RoS. No meetings between HQ and the districts are scheduled at this time but will be held if the need arises. HQ is involving the Division of Transportation Planning (DOTP) throughout the entire process, but is looking to the Division of Traffic Operations to provide most of the data and complete the tasks.
- d. District 11 requested clarification on verifying accuracy and availability. This will be discussed in more detail at the next RoS focus group meeting. The FHWA, as the oversight committee, expects HQ to trust but verify the data. Evidence and supporting documentation must be provided.
- e. HQ acknowledges concerns exist over the next opportunity to propose RoS after 2016 and is open to discussions to plan for this as it gets closer. HQ is still working with the FHWA on the amendment process, and is sharing information with agencies and districts as it becomes available.
- f. Caltrans must prepare and submit a compliance report to the FHWA for 2016. The regions do not have to designate any RoS at this time. If routes were missed or routes were added that should not have been for 2016, HQ can look at amending the report and adding or deleting routes as needed in the future.
- g. All the data for RoS proposed by April 10, 2015 must be available now or the routes should not be proposed. The accuracy and availability verification methods will be included in the report and shared with the FHWA occasionally to ensure Caltrans is meeting the federal reporting requirements. HQ will review all proposed routes, evaluate if the routes meet the criteria and whether or not they are accepted in the RTSMIP at this time.
- h. SACOG requested clarification on how Caltrans would get the data for a lane blocking incident that was not reported. The regulation is concerned with when Caltrans is aware of the lane blocking incident; therefore, there is no consequence if Caltrans is unaware of the lane blocking incident. Just to clarify, there must be a database for reporting, monitoring and collecting data.

Adjourn

- 16) District 11 requested a 511 contact list for the state of California. District 11 also commented that it would be useful if all 511 mobile apps for the state of California were customized to support a uniform user interface for all regions. HQ recognizes this idea which would require extensive coordination, but at this time it is outside the scope of the meeting.